



Legislative Office Consultant I

POSTING NUMBER **24004**

DATE POSTED	October 16, 2023	APPLICATION DEADLINE	October 27, 2023
DEPARTMENT	Information Systems Division/Computer Support Center Section		
SALARY	\$4,250 per month or commensurate with experience. The council also offers a generous benefit package. Please click here for more information.		
DESCRIPTION	Supports legislative software. Assesses client business processes, recommends computer solutions, and provides technical support to client groups. Analyzes the legislative work flow, with an emphasis on the automated process and ensuring proper integration between multiple legislative applications. Assists applications project teams in developing and testing software applications, including creating detailed test scripts and user acceptance criteria. Writes end-user documentation for legislative software. Organizes and conducts customized training for members of legislative client groups. Supports legislative software for assigned client groups. Works independently with supervision from team leader and/or project leader.		
RESPONSIBILITIES	Primary responsibilities for this position include: <ul style="list-style-type: none">• Providing one-on-one training and support.• Supporting client group inquiries.• Troubleshooting computer problems (software, PC, printer, mobile, and peripheral devices).• Processing calls and e-mail requests originated by the ITSC (Help Desk).• Coordinating the computer setup of new client employees with appropriate IS staff.• Participating in the deployment of new software products and hardware, including pre-deployment preparation and follow-up deployment office visits.• Providing assigned offices with file retention assistance and user ID maintenance.• Providing committee and chamber computer support throughout a legislative session.• Assessing business process and matching to the technical tools available.		

TEXAS LEGISLATIVE COUNCIL

P.O. Box 12128, Capitol Station | Austin, Texas 78711-2128 | (512) 463-1155

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Lieutenant Governor
Joint Chair

Jeff Archer
Executive Director

Dade Phelan
Speaker of the House
Joint Chair



- Maintaining effective communication with team leader and assigned IS project team regarding technical issues and the status of work planned and completed.
- Participating in the development of and enhancements for legislative applications.
- Participating in beta testing and quality control for new applications and new hardware.
- Producing written documentation and/or serving as a technical or business process resource.
- Working on special project teams as assigned by team leader and/or CSC management.
- Maintaining computer software skills through group participation, self-motivation, and training. Developing curriculum for client group training classes.
- Participating in routine office visits in assigned offices.
- Performing other duties as assigned.

QUALIFICATIONS

Minimum qualifications for this position include:

Experience and Education

- Bachelor's degree in business administration, communication, computer science, education, government, or a related field.
- Experience working with computers.
- Experience working with clients with varying computer skill levels.
- An understanding of the legislative business process is strongly preferred.
- Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

- Knowledge of the legislative business process.
- Knowledge of computers and computer terminology.
- Knowledge of political protocol and sensitivity.
- Strong skill in oral and written communication.
- Strong organizational skills.
- Skill in spelling, punctuation, and grammar.
- Skill in customer service and support.
- Skill in diagnosing and solving computer problems.
- Ability to learn a broad range of personal computer applications.
- Ability to work well under pressure and meet deadlines.
- Ability to handle multiple tasks.
- Ability to easily explain technical concepts and procedures.
- Ability to work overtime (includes late night and weekend work throughout a legislative session).

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- Ability to maintain confidentiality of material and information.
- Ability to maintain regular attendance and punctuality.
- Ability to work well with others as a contributing member of a team.

TO APPLY

To be considered, an applicant must submit a completed State of Texas Application for Employment (available on the council's website: <https://tlc.texas.gov/employment>).

Submit requested documentation by:

Email

TLCCareers@tlc.texas.gov (preferred method)

Fax

(512) 936-1064

Mail

Human Resources Office
Texas Legislative Council
P.O. Box 12128, Capitol Station
Austin, Texas 78711-2128

As a condition of employment, legal proof of authorization to work in the U.S. must be provided.

Requests for accommodation and/or services in the application process should be made to the above-cited contact.